

SERVICE CALL OVERSIGHT REQUIREMENTS GUIDE

Recently you submitted a requisition for a service call in your program/group. You or your designees are responsible for the individual(s) while they are on-site. You must accompany them at all times.

Your Responsibilities:

- Report unsafe work conditions and injuries
- Notify Plant Protection in case of an emergency by calling 294-3483 or 911
- Train personnel on emergency procedures (i.e., fire, severe weather)
- Communicate:
 - Visitors' parking permits are available from [ISU Parking Division on-line](#)
 - ISU is a non-smoking campus
 - Live electrical work is prohibited
 - Work site information/hazards/restrooms
- Ensure:
 - Safety Data Sheets accompany chemicals brought on-site
 - Chemicals are handled/disposed of properly
 - Hot work permits are completed (available from Plant Protection at G34 TASF)
 - Permission is granted by Facilities & Engineering Services before drilling into walls/floors or performing other building modifications
 - Smoke detectors are bypassed for work generating dust/smoke/aerosols. Contact Plant Protection at G34 if bypass is necessary.
 - Visitors do not enter posted Permit Required Confined Spaces

Resources:

- Plant Protection, 515-294-3483
- Environment, Safety, Health, & Assurance, 515-294-2153
- Facilities & Engineering Services, 515-294-3756

If you are unable to provide oversight, the host will need to complete the [Subcontractor Oversight Procedure](#), including a written safety and health program and documentation of applicable training from the service person's employer.

If the service call will last longer than 10 working days, the service person is no longer a visitor and ESH&A must be contacted.

For additional information on Visitors, see the [Visitor Safety Guide](#).